Health Care Provider Network Waivers

Health Insurance Company: Anthem Blue Cross Life and Health Insurance Company

Product Name: Anthem Blue Cross (2018 – MY) Network

Insurance Company's Contact Number: (916) 447-9280

Insurance Company Network Information Website: www.anthem.com

As of: August 20, 2019

Health insurance companies must be able to deliver timely and appropriate access to health care services by maintaining adequate networks of health care providers and facilities.

If a health insurance network cannot satisfy network adequacy requirements, it must obtain a waiver from the California Department of Insurance. A waiver may be requested for the following reasons: (1) there is an absence of practicing providers or facilities in the area; (2) the health insurance company is unable to contract with a sufficient number of providers or facilities in the area; (3) a provider or facility leaves the network; or (4) the health insurance company proposes an innovative network design shown to provide a benefit to consumers.

The health insurance company will assist covered persons in locating providers or facilities that are available and accessible based on their health care needs. If a network provider or facility is not available within the network adequacy requirements, a covered person may work with Aetna to access an out-of-network provider or facility at the in-network cost sharing.

The waivers granted for this health insurance network are listed in the table below. Please contact the health insurance company's consumer help line noted above regarding the current availability and status of network providers noted below.

Should a coverage dispute arise, contact the health insurance company first. If the dispute is not resolved, contact the California Department of Insurance, Consumer Services Division, 300 S. Spring Street, Los Angeles, CA 90013. If you have any questions, the Department can be reached at (800) 927-4357, outside of California at (213) 897-8921.

Countyi	Facility/Provider Type	Waiver Provisions
Alpine	 Chemical Dependency Facility Hospitals – Emergency Room Hospitals Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Alpine	 Behavioral Health – Autism Behavioral Health Provider Diagnostic Imaging Mental Health Provider Optometry Pharmacy Substance Use Disorder – Masters Level Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology Substance Use Disorder – Provider 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Amador	 Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Calaveras	 Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Colusa	 Chemical Dependency Facility Hospitals – Emergency Room Hospitals Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Colusa	 Diagnostic Imaging Home Health Prosthetics Substance Use Disorder Provider Substance Use Disorder – Masters Level Substance Use Disorder – Psychology Substance Use Disorder – Psychiatry 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Del Norte	 Chemical Dependency Facility Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Del Norte	 Ophthalmology Prosthetics Skilled Nursing Substance Use Disorder – Psychiatry 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
El Dorado	 Durable Medical Equipment Prosthetics Skilled Nursing Substance Use Disorder – Psychiatry 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Glenn	 Chemical Dependency Facility Hospitals – Emergency Room Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Glenn	 Diagnostic Imaging Durable Medical Equipment Home Health Prosthetics Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Humboldt	 Chemical Dependency Facility Hospitals – Emergency Room Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Humboldt	 Behavioral Health – Autism Diagnostic Imaging Laboratory Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Inyo	 Chemical Dependency Facility Hospitals – Emergency Room Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Kern	 Behavioral Health – Autism Diagnostic Imaging Durable Medical Equipment Home Health Laboratory Ophthalmology Prosthetics Skilled Nursing Substance Use Disorder – Masters Level Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology Substance Use Disorder – Provider Chemical Dependency 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers. Waiver granted based on absence of
Ken	 Cheffical Dependency Facility Hospitals – Emergency Room Psychiatric Facility 	available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Kern	 Diagnostic Imaging Home Health Prosthetics Substance Use Disorder – Masters Level Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology Substance Use Disorder Provider 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Kings	 Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Lake	Psychiatric Facility	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Lake	 Prosthetics Substance Use Disorder – Psychiatry 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Lassen	 Chemical Dependency Facility Hospitals – Emergency Room Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Lassen	 Behavioral Health – Autism Behavioral Health Provider Diagnostic Imaging Durable Medical Equipment Home Health Laboratory Mental Health Provider Ophthalmology Prosthetics Skilled Nursing Substance Use Disorder – Masters Level Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology Substance Use Disorder – Psychology Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Madera	 Chemical Dependency Facility Hospitals – Emergency Room Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Madera	 Home Health Prosthetics Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Mariposa	 Chemical Dependency Facility Hospitals – Emergency Room Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Mariposa	 Home Health Prosthetics Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Mendocino	Psychiatric Facility	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Mendocino	 Laboratory Prosthetics Skilled Nursing Substance Use Disorder – Psychiatry 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Merced	 Home Health Prosthetics Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Merced	 Chemical Dependency Facility Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Modoc	 Chemical Dependency Facility Hospitals – Emergency Room Hospitals Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Modoc	 Behavioral Health – Autism Behavioral Health Provider Diagnostic Imaging Durable Medical Equipment Home Health Laboratory Ophthalmology Optometry Mental Health Provider Primary Care Physicians Pharmacy Prosthetics Skilled Nursing Specialists Substance Use Disorder – Masters Level Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology Substance Use Disorder – Psychology Substance Use Disorder Provider 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Mono	 Chemical Dependency Facility Hospitals – Emergency Room Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Mono	 Behavioral Health – Autism Diagnostic Imaging Durable Medical Equipment Home Health Laboratory Ophthalmology Optometry Prosthetics Skilled Nursing Substance Use Disorder – Masters Level Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology Substance Use Disorder – Provider 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Monterey	 Chemical Dependency Facility Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Monterey	 Durable Medical Equipment Home Health Laboratory Prosthetics Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Nevada	 Chemical Dependency Facility Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Nevada	 Durable Medical Equipment Prosthetics Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Placer	Substance Use Disorder – Psychiatry	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Plumas	 Chemical Dependency Facility Hospitals – Emergency Room Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Plumas	 Behavioral Health – Autism Diagnostic Imaging Durable Medical Equipment Home Health Laboratory Optometry Prosthetics Skilled Nursing Substance Use Disorder – Masters Level Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology Substance Use Disorder – Psychology Substance Use Disorder Provider 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
San Benito	Substance Use Disorder – Psychiatry	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Santa Barbara	Substance Use Disorder – Psychiatry	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Sierra	Hospitals – Emergency Room	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Sierra	 Behavioral Health – Autism Optometry Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Siskiyou	 Chemical Dependency Facility Hospitals – Emergency Room Hospitals Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Siskiyou	 Behavioral Health – Autism Diagnostic Imaging Home Health Laboratory Optometry Prosthetics Skilled Nursing Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Stanislaus	Substance Use Disorder – Psychiatry	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Tehama	 Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Trinity	 Behavioral Health – Autism Diagnostic Imaging Durable Medical Equipment Home Health Laboratory Optometry Prosthetics Substance Use Disorder – Masters Level Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology Substance Use Disorder – Provider 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Trinity	 Chemical Dependency Facility Hospitals – Emergency Room Hospitals Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Tulare	 Home Health Substance Use Disorder – Masters Level 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Tuolumne	Psychiatric Facility	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Tuolumne	 Prosthetics Substance Use Disorder – Psychiatry Substance Use Disorder – Psychology 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Yolo	• Prosthetics	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Yuba	 Chemical Dependency Facility Psychiatric Facility 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Yuba	Substance Use Disorder – Psychiatry	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

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 $^{^{\}rm i}$ The service area of the network includes the entire county, unless otherwise denoted.